



Program Description

The Department of Health and Human Services (HHS) is responsible for the health, safety, and wellbeing of all Arlington residents. The divisions that fall within HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans' Services
- Diversity, Equity, and Inclusion

HHS also coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, LGBTQIA+Rainbow Commission, Disability Commission, Board of Health, Widows Trust Commission, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, and Heating Assistance Program.

The Health Department is the lead division within Health and Human Services. The Health Department is required by state and local laws to perform many critical duties related to the protection of public health. These duties cover a wide range of public health control and prevention activities including: disease surveillance, the promotion of safe and sanitary conditions in housing, recreational facilities, and food establishments, elimination of nuisances, protection of the environment, and numerous other federal- and state-mandated responsibilities.

Budget Statement

The budget has several increases. Due to COVID-19, two additional Health Compliance Officer positions were added. Additionally, a part-time Program Coordinator was added to provide support to the Diversity, Equity, and Inclusion Division.

FY2022 Objectives

Health and Human Services:

- Work closely with the Human Services Network to continue to improve coordination among all social service providers in town.
- Continue to implement best practices around racial equity into Department at every level.
- Continue to promote programs within each division that support residents in need including the SNAP program, Fuel Assistance, and property tax support.
- Continue to provide support to community most affected by COVID-19

Health Department:

- Continue to work with various business sectors and community stakeholders to ensure the safe re-opening and operation of Arlington during the COVID-19 pandemic.
- Implement COVID-19 vaccination plan for entire population as required by Centers for Disease Control.
- Continue to educate residents and businesses in Town to promote the safety and well-being of the community during the COVID-19 pandemic.
- Operate emergency dispensing sites for COVID-19 vaccinations, as vaccinations become available.



Major Accomplishments for 2020

Health and Human Services:

- Worked with individuals experiencing homelessness to conduct a cleanup at the wooded area in East Arlington.
- Created a partnership between the Arlington Youth Counseling Center and Arlington Police Department to hire an Outreach Worker tasked with reaching out to vulnerable residents within the community and providing support and resources.
- Established support network to address needs of community during COVID-19 pandemic including food delivery, medication delivery, mental health support, and social isolation prevention.
- Established a fund that provides direct financial support to residents directly affected by COVID-19.

Health Department:

- Served as the Lead Host Agency for the Region 4b Medical Reserve Corps (MRC) unit, comprised of 18 communities. The Medical Reserve Corps is a national network of volunteers, organized locally to improve the health and safety of their communities. MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds. MRC units engage and train these volunteers as well as local and state-level partners to strengthen public health, improve emergency response capabilities, and build community resiliency.
- Administered over 1,500 flu shots at over 25 public flu clinics throughout the community.
- Worked with East Middlesex Mosquito Control Project (EMMCP) to treat all catch basins across town twice during the summer to prevent mosquito growth.
- Responded to over 425 residential complaints varying from unsanitary housing conditions to food code violations, and nuisance type conditions such as pest, trash, noise, and odor concerns.
- Swiftly and effectively implemented safeguards to ensure the safety and well-being of residents and businesses in response to the COVID-19 pandemic.

Major Accomplishments (cont.)

- Led daily town leadership meetings to foster a collaborative response to the COVID-19 pandemic.
- Educated business sectors regarding required COVID-19 safety standards for re-opening.
- Regularly communicated COVID-19's impact on the community to the Arlington public through daily data and information reports.
- Worked closely with the MA Department of Public Health in response to COVID-19.
- As of March 15, 2021, administered 3,800 COVID-19 vaccinations to the Town's public safety (police and fire) personnel and to senior residents over the age of 65, those living in senior housing centers, and many of those who otherwise could not leave their homes.

Fiscal Year 2022 Budget



Health & Human Services Health Department

Performance / Workload Indicators

Health Department	FY2018 Actual	FY19 Actual	FY2020 Actual	FY2021 Estimated
Food Inspections	437	490	377	400
Tobacco Compliance Checks	38	19	18	18
Tanning Establishment Inspections	1	1	0	1
Biotech facility Inspection	0	1	1	1
Body art establishment Inspection	1	1	0	2
Camp Inspections	6	6	10	8
Dumpster Inspections	280	300	109	200
Keeping of hen Inspections	3	5	14	15
Body work establishment Inspection	4	2	0	2
Demolition Inspections	27	17	17	20
Housing Inspections	129	112	70	75
Ice Rink Inspections	1	1	0	1
Power sanding Inspections	4	1	0	5
Public Pool Inspections	12	12	2	12
Public Beach Inspections	4	4	2	4
Resident Complaints	330	317	327	350
Sealer of Weights and Measures Inspections	498	183	185	100
Communicable Disease Investigation	346	270	545	1,000
Flu Vaccinations Administered	1464	2,064	1,564	1,800
COVID-19 Calls			842	2,000

STAFFING

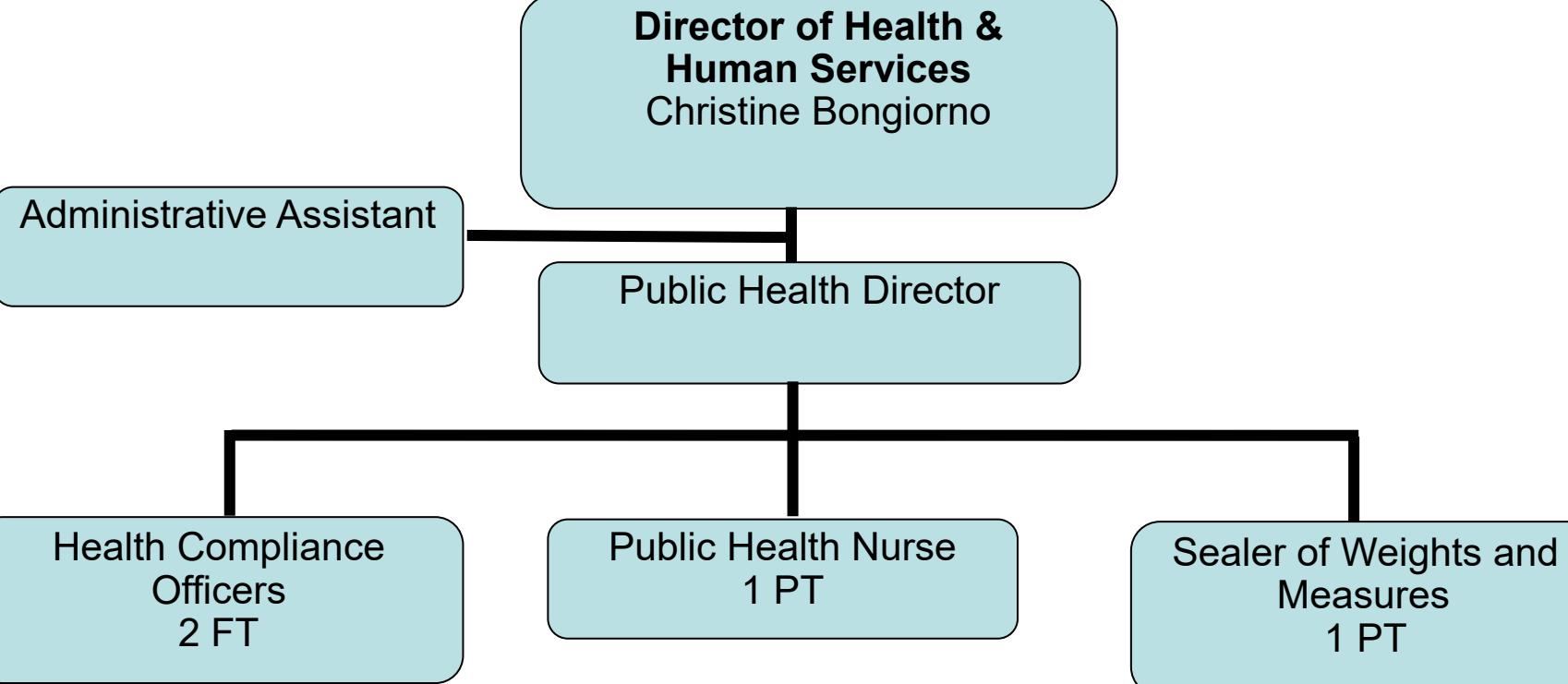
Health & Human Services	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Managerial	1	1	1	1
Clerical	1	1	1	1
Professional/Technical	3.4	4.9	5.3	7.1
Total	5.4	6.9	7.3	9.1

PROGRAM COSTS

Health & Human Services	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	446,354	540,114	526,363	742,757
Expenses	94,606	85,173	145,200	190,900
Total	540,960	625,287	671,563	933,657

Performance / Workload Indicators

Rentals	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Whittemore Robbins House Events	19	25	13	0
Town Hall Auditorium Events	81	90	39	0



**Program Description**

Veterans' Services is a division of Health and Human Services. The Director of Veterans' Services works with Veterans living in Arlington to assist with accessing basic needs. Through Massachusetts General Law, Chapter 115, direct financial assistance is provided to veterans who qualify. Additionally, the Director assists veterans with accessing Federal Veterans' Administration (VA) benefits.

Budget Statement

There is a decrease in the line item for Veterans' Support to have it match the actual expenditures in the past few years.

It is important to note that the Commonwealth of Massachusetts reimburses Arlington a minimum of 75% of all approved expenditures for Chapter 115 Veteran Benefits. All requests for emergency services as well as other special services such as housing services are reimbursed at 100%.

PROGRAM COSTS

Veterans' Services	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	70,077	74,911	75,728	75,728
Expenses	281,707	243,937	305,268	251,268
Total	351,784	318,848	380,996	326,996

STAFFING

Veterans' Services	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Managerial	0	0	0	0
Clerical	0	0	0	0
Professional/Technical	1	1	1	1
Total	1	1	1	1



Major Accomplishments for 2020

- The Director coordinated the work of the six-member Arlington Veterans' Council. The Council focused on addressing issues related to veteran memorials, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans.
- The Memorial Day ceremony was closed to the general public due to COVID-19 restrictions. The ceremony was conducted in the Town Hall and broadcast live through ACMi. Similarly, the Veterans' Day ceremony was closed to the public. The ceremony was pre-recorded with ACMi broadcasting the ceremony on November 11th. The ceremony paid tribute to past and presently serving veterans while showcasing various locations throughout the town.
- The Director assisted local veterans and families in applying for, and receiving, Federal VA benefits. Arlington veterans and/or dependents received nearly \$620,000 per month in tax-free veteran benefits from the VA. The total amount received in 2020 is \$7,437,081.
- The monument honoring Lt. Richard Buzzell was unveiled in September. The plaque was restored and mounted to a new granite stone, a new flag pole with solar lighting was installed, and two benches were installed flanking each side of the monument. These updates enable residents to enjoy this location while paying tribute to a local veteran.
- The scanning of military records was completed. All paper Grave Registration Cards dating back to the Revolutionary War, and all military service records to present day, have been scanned for preservation purposes.

Performance / Workload Indicators

Veterans' Services	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Department of Veteran Services Clients (DVS)	52	40	31	27
Department of Veterans' Assistance Clients (VA)	325	304	308	310
Federal VA revenue provided to local veterans	\$3.65M	\$3.97M	\$4.18M	\$4.25M

FY2022 Objectives

- An official re-dedication ceremony of the new memorial honoring Lt. Richard Buzzell is scheduled to take place during Memorial Day events in 2021.
- The Director will continue to engage the community on benefits and services available to veterans and their families. The focus will include increasing public participation in the Memorial Day and Veterans' Day ceremonies.
- The Director will continue to work with other agencies and companies in the area to promote benefits and services provided at the local, state and federal level.
- The Veterans' Council will be seeking public feedback regarding the establishment of a new Veterans' Memorial Park. The Council is being pro-active in exploring all possibilities. The Director had conducted three meetings prior to the COVID-19 outbreak. These meetings will restart as soon as open public meetings resume.



Health & Human Services Director
Christine Bongiorno

Veterans' Agent
Director of Veterans Services

Veterans' Council



Program Description

The Council on Aging, a division of the Department of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. The agency's primary responsibilities are to provide information and referral, develop health and wellness programs, provide a sense of well-being through social programs, and promote civic engagement.

The Council on Aging is supported by a Town appointed board consisting of nine Arlington residents.

Budget Statement

This is a level services budget.

PROGRAM COSTS

Council on Aging	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	273,534	281,782	320,225	379,599
Expenses	28,386	28,677	66,200	64,800
Total	301,920	310,460	386,425	444,399

Performance / Workload Indicators

Council on Aging	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Units of Service Delivered	19,366	19,500	21,142	23,000
COA Volunteers	230	240	262	340
Volunteer Hours		5,400	6,228	8,228

Major Accomplishments for 2020

- Created, distributed, and compiled results for Age-Friendly survey and drafted plan to move forward with priority areas.
- Continued to raise funds through a capital campaign for the center renovation and approved renaming of the Senior Center to the Arlington Community Center.
- Organized and implemented the first Virtual Arlington for All Ages 5k Race due to the pandemic. Raised \$2,000 toward the Capital Campaign through this effort.
- Successfully placed 20 Senior Work Off participants, five Harry Barber participants, and one Veteran participant working within town departments completing over 4,000 hours of service.
- Offered both in-person and virtual education to older Arlington residents regarding the property tax programs that they could be eligible for, such as Property Tax Deferral and Elderly and Disabled Tax Relief.
- Increased the volunteer base by over 100 new individuals during the pandemic, in partnership with Arlington EATS and Food Link. Volunteer duties expanded widely since March 2020.
- Collaborated with AARP to provide free, federal and state tax preparation for as many residents as possible before being shut down due to the pandemic. Afterward, referred residents to virtual appointments with AARP volunteers.
- Provided 75 seniors with a bag full of everyday essentials and a gift card during the winter holiday season through the "Warm Wishes" program.
- Increased the intergenerational participation through growing a book club and tea talk events.
- COA Nurse trained on the UCLA Memory Training Program and executed virtual workshop in this new program for Arlington Residents.

STAFFING

Council on Aging	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Managerial	1	1	1	1
Clerical	1.50	1.50	1.50	1.69
Professional/Technical	1.71	1.71	2.34	2.80
Total	4.21	4.21	4.84	5.49

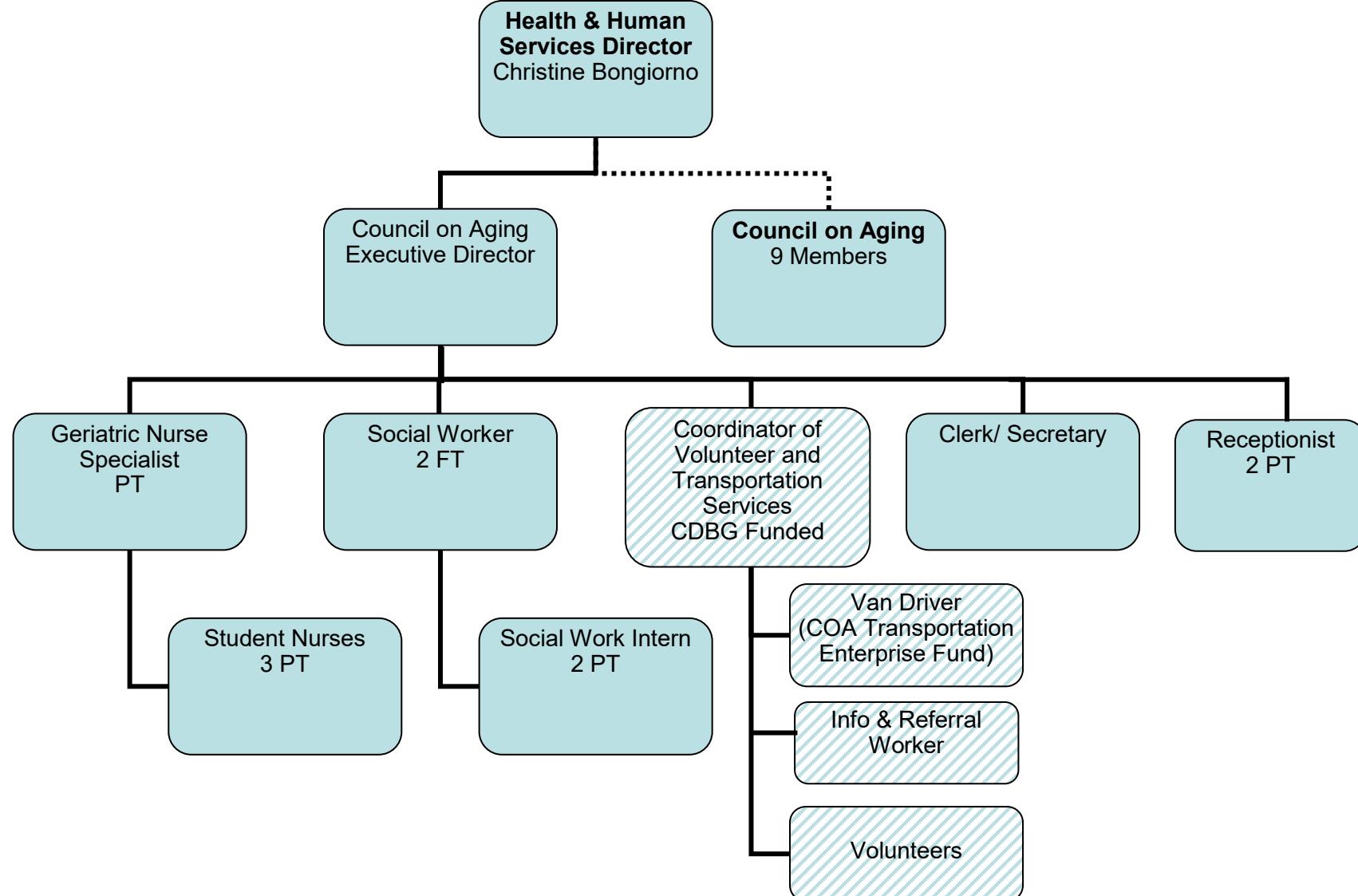


Major Accomplishments (cont.)

- Maintained partnerships with the Arlington Public Library and Rainbow Commission to offer programs including REEL Queer, an Intergenerational Queer Movie Series at the Robbins Library and SAGE Table, where people who are LGBTQ+ of all different ages and their allies, learn about each other's lives and histories, and foster intergenerational community. LGBTQ+ programming has attracted residents from other communities, including Belmont and Brookline.
- LGBTQ+ programming grew and continued throughout the pandemic.
- Provided organic, local fresh produce to 50 older residents for 20 weeks through a partnership with Lahey/BIDMC Hospitals and their Farm Share Program. Due to the pandemic, these deliveries were made by Senior Work-off Volunteers.
- Collaborated with Greater Boston Food Bank for their Commodity Supplemental Food program (CSFP), bringing 30 pounds of free groceries on a monthly basis to 75 Arlington residents who have a low income.
- Continued Van trips to Market Basket weekly shopping program to help seniors lower their food costs.
- Enrolled 30 residents in the Supplemental Nutrition Assistance Program (SNAP), reducing the number of eligible residents who were unenrolled.
- Partnered with Minuteman Senior Services to identify 40 seniors who make a low income to participate in a federally-funded Farmer's Market Coupon program. Coupons were exchanged for locally-grown produce at the Arlington Farmer's Market.
- Organized 55 volunteers to deliver 117 hot turkey dinners on Thanksgiving Day to older, home-bound residents that are alone on Thanksgiving.
- Assisted 60 Arlington residents with federal fuel assistance programs.

FY2022 Objectives

- As the COVID-19 Pandemic evolves, continue to focus on safety for older residents and meet their crucial needs such as nutrition access, medical access, and financial assistance.
- Continue to offer virtual programming, even after the COVID-19 pandemic is over. The tools that are in place as a result of the pandemic will help reach homebound, ill or fearful residents in the years to come.
- Reach \$200,000 total raised toward the furnishings for the Arlington Community Center
- Unveil the newly-renovated Arlington Community Center, including a greater variety of art and exercise programs, more evidence-based programs such as the National Council on Aging (NCOA) Aging Mastery Program, Chronic Disease Self-Management program, and guest lectures.
- Secure \$25,000 in new funding from local grantors offering assistance with technology and transportation needs for older adults.
- Continue to serve as a SNAP enrollment site and help to close the SNAP Gap through education and outreach with goal of enrolling 50 new participants.
- Continue to serve as an intake site for Community Teamwork; providing Arlington residents easier access to apply for fuel assistance/LIHEAP program.
- Continue to increase partnerships within the community and municipality.
- Increase access to nutrition by maintaining close partnership with Arlington EATS. Provide complimentary rides to the food pantry and add a second CSFP delivery site to East Arlington.





Program Description

The Diversity, Equity, & Inclusion (DEI) Division of the Department of Health and Human Services (HHS) is responsible for leading the racial equity initiatives laid out by the Town. The DEI Division responds to questions, concerns, and complaints that pertain to ADA compliance, and cooperates with other departments to ensure the ADA Self-Evaluation Transition and Implementation Plan is being used and considered as projects across town develop.

DEI manages and coordinates the work of the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission, including planning and executing programming and managing their budgets.

The DEI Division collaborates and partners with a number of departments, boards, and commissions across the Town, in addition to external organizations, to advance equity goals, provide and improve trainings and workshops, and serves as a liaison to the Mystic Valley NAACP Branch, and the Racial Equity Learning Community offered through the Community Health Network Area (CHNA) #17.

Budget Statement

The DEI budget has increased as it became its own division. A part-time Program Coordinator was added to provide support to the Diversity, Equity, and Inclusion Division and the expense budget increased to provide training for all town staff.

FY2022 Objectives

- Work closely with DPW, Planning, and Facilities Departments to continue advancement and coordination of ADA Transition and Implementation Plan.
- Complete the Race, Equity, and Leadership (REAL) Training Program with NLC and continue to implement best practices around racial equity into departments at every level.
- Provide, improve, and build up educational programming and opportunities for employees and community members, including additional training and workshops.
- Establish Municipal Equality Index (MEI) Working Group to address areas in need of change to improve the Town's laws, policies, and services affecting the LGBTQIA+ community.
- Continue to provide support to Human Rights, Disability and LGBTQIA+ Rainbow Commissions.
- Produce an Equity Action Plan, followed by implementation steps, that will provide the beginning stages of a roadmap for advancing equity across all facets of the Town and that will be a living document to be added to and changed as seen fit.
- Formalize Community Conversation series to be annual summer programming.
- Sustain and expand the Elevating Arlington's Voices of Color (EAVoC) project and supplemental programming, to continue to give voice to Black, Indigenous, People of Color (BIPOC) community members.
- Continue and expand the MA DEI Coalition, established in early 2021, to connect DEI municipal leaders across the state to share challenges and best practices.

Diversity, Equity, and Inclusion	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	-	55,170	72,263	101,561
Expenses	-	-	8,000	38,000
Total	-	55,170	80,263	139,561

Diversity, Equity, and Inclusion	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Managerial	-	-	1	1
Clerical	-	-	0.51	0.51
Total	-	1	1.51	1.51



Major Accomplishments for 2020

- Coordinated and facilitated, in partnership with the National League of Cities (NLC), the first-ever Racial Equity 101 Training, part of a multi-level Race And Equity Leadership (REAL) Training Program, for approximately 65 Arlington mid-level and management staff. The training expanded staff knowledge and skills in how to operationalize and properly use racial equity toolkits at work.
- Established Core Equity Team made up of Town employees, representing most departments, to work more closely with the Division to advance initiatives.
- Created Business Task Working group, with members of the Disability, LGBTQIA+ Rainbow, and Human Rights Commissions to focus on how to engage with businesses to promote and support an anti-discriminatory and unbiased set of best practices.
- Hosted 7-part Community Conversations-series of race talks in collaboration with the Arlington Human Rights Commission (AHRC), Arlington Police Department (APD), Arlington Public Schools (APS), VISIONS, INC, Arlington Community Media Inc. (ACMi) and other participants.
 - Session 1: A Time of Reflection & Action
 - Session 2: Racism and Housing
 - Session 3: Arlington Public Schools Talk about School Discipline
 - Session 4: Elevating Suppressed Voices
 - Session 5: VISIONS, Inc. Diversity/Equity/Inclusion Climate Assessment of APD
 - Session 6: Arlington Public Schools Listens to Suppressed Voices
 - Session 7: Town Session with Richard Pedrini: Apology and Acknowledgement.
- Co-sponsored Black Lives Matter Vigil and Juneteenth Celebration.
- Coordinated Pride Banner campaign with Rainbow Commission to create Pride banners for the center of town to celebrate and spread awareness of Pride Month.
- Co-Hosted with the Disability Commission a public information session on the ADA Self-Evaluation, Transition, and Implementation Plan, presented by the Institute for Human Centered Design and DPCD.

Accomplishments (cont.)

- Established the Elevating Arlington's Voices of Color (EAVoC) Archive Project, in partnership with the Robbins Library and Arlington Commission for Arts and Culture (ACAC) in early 2021, that combines the creation of a digital archive to give voice to BIPOC community members and arts programming with artists of color.
- Co-facilitated with Powerful Pathways to provide the Community Racial Justice Teach-Ins; a five-session pilot program for community members to participate in workshop-style discussions on racial justice topics over the course of three months in early 2021.
- Arlington Director of Diversity, Equity, and Inclusion received Black Excellence Honor from State Legislature at annual event, Black Excellence on the Hill.

Performance / Workload Indicators

Diversity, Equity, and Inclusion	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Trainings	-	-	4	8
Planning/Advisory Meetings	-	-	25	76
HRC, Disability, and Rainbow Commission Meetings	-	-	30	36
Community Events/Programs	-	-	8	35
Partnerships/Collaborations	-	-	9	15
Residents Participating in Racial Justice Teach-Ins	-	-	0	52

**DEI work began in January 2020*

